



# SERVING AMERICA'S VETERANS

Department of Veterans Affairs

OCTOBER 1, 2020 - SEPTEMBER 30, 2021

## U.S. DEPARTMENT OF VETERANS AFFAIRS FISCAL YEAR 2021 IN REVIEW

VA'S COVID-19 RESPONSE



**2,918,546** People Vaccinated by VA (at least one dose)

**2,424,632** Veterans Vaccinated by VA (at least one dose)

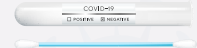
**318,861** VA Employees Fully Vaccinated

(4,169,536 documented vaccinations)



**59.68%**

of VA Users Are  
Vaccinated  
(at least one dose)



**5M+**

COVID-19 Tests  
Completed



**6.5M+** Unique Veterans Accessed Health Care from VA

**110M+** Veteran Interactions with VA Health Care Providers



**6.1M+** In-Person  
Appointments

**4.8M+** Telephone  
Appointments

**1.8M+** VA Video Connect  
Appointments

**1.5M+** Community Care  
Referrals



**78%** Veteran Trust in VA

**90.10%** Trust in VA Health Care **1,960,759** Surveys Received



**64M+** Calls answered by VA Contact Centers

**648K+** Calls answered by Veterans Crisis Line (1-800-273-8255 and Press 1)

**129K+** Calls answered by National Call Center for Homeless  
Veterans (1-877-4AID VET)



**148,686** Veterans and Family Members Interred with Honor

**323,204** Official Veteran Headstones and Markers Provided



**137M+** Visitors to VA.gov



**93K+** New Employees Hired



**5K+** VA personnel deployed to other VA and non-VA facilities  
in 47 states and 5 U.S. territories to support both COVID-19 and  
natural disaster responses



**1,496,433**

VA Disability and  
Pension Claims  
Completed



**99,721**

Veterans Appeals  
Decisions

**23,777** Hearings Held  
18,354 Legacy | 5,432 AMA



**3,377,262**

Education Benefits  
and Supplemental  
Claims Completed



**105,406**

Insurance Claims  
Completed



**1,423,979**

Home Loans  
Guaranteed



**17,361**

Veteran Readiness and  
Employment (VR&E)  
Positive Outcomes

(Date ranges vary from October 1, 2020 to the last week of September 2021 due to reporting requirements.)

# SIGNIFICANT EVENTS



**FEBRUARY 8, 2021**

Denis McDonough sworn in as 11th Secretary of the Department of Veterans Affairs.



**FEBRUARY 18, 2021**

VA extended suspension of debt collection from all Veteran benefit overpayments and medical copayments during the pandemic period.



**MARCH 13, 2021**

SAVE LIVES Act became law, allowing VA to provide COVID-19 vaccinations to all Veterans, their spouses, and caregivers.



**APRIL 30, 2021**

VA improved the management of suicide prevention efforts, ensuring 1,400+ employees and \$300M+ are focused on achieving better outcomes for Veterans and their families.



**MAY 4, 2021**

VA opened new rapid retraining program for thousands of Veterans who lost jobs due to pandemic.



**JULY 26, 2021**

VA issues vaccine mandate for health care workers, a first for a federal agency.



**SEPTEMBER 15, 2021**

VA and DHS host COVID-19 vaccine clinic for deported Veterans at the San Ysidro Border Crossing.

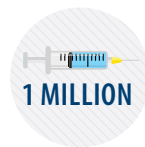
**DECEMBER 14, 2020**

VA began COVID-19 vaccinations.



**FEBRUARY 17, 2021**

VA administers 1 million COVID-19 vaccination doses.



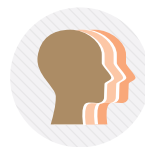
**FEBRUARY 23, 2021**

VA launched a health equity review of all policies regarding care and services provided to LGBTQ+ Veterans.



**APRIL 14, 2021**

VA established 120-day task force on inclusion, diversity, equity, and access after ensuring Veteran organizations representing women, minority, and LGBTQ+ Veterans provided input on the 2022-28 VA strategic plan.



**MAY 4, 2021**

VA announced expansion of housing benefits for Veterans.



**JUNE 4, 2021**

VA sees trust improve by 24% in five years.



**SEPTEMBER 8, 2021**

VA annual report showed decrease in Veteran suicides.



**Download the VA Welcome Kit**  
[www.va.gov/welcome-kit/](http://www.va.gov/welcome-kit/)

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1-800-MyVA411